

Serial No.: 09/873,828
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PATENT

CLAIM AMENDMENTS

Please amend the claims (~~striketrough~~ indicating deletion and underline indicating insertion) as follows:

Claim 1 (currently amended): A system for determining a cause of a network problem between a first endpoint and a second endpoint, comprising:

a first computer comprising;

a transceiver;

software stored within said first computer defining functions to be performed; and

a processor configured by said software to perform the steps of,
associating a received error message with an error identification number; and

associating said error identification number with a root cause proximity value, wherein said root cause proximity value represents a relationship between said received error message and an actual cause of said network problem, and wherein said root cause proximity value is used to filter said error messages prior to said error messages being transmitted.

Claim 2 (original): The system of claim 1, wherein said actual cause is selected from the group consisting of malfunction of hardware, malfunction of software, or problems with provided services associated with said network.

Claim 3 (original): The system of claim 1, further comprising a database that stores said error identification number and said associated root cause proximity value.

Claim 4 (canceled)

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Claim 5 (original): The system of claim 1, wherein said root cause proximity value is within a range from a small numerical value to a large numerical value, wherein an error message having said small root cause proximity numerical value represents a symptom of said actual cause of said network problem, and an error message having said large root cause proximity numerical value is representative of hardware, services, or software that is said actual cause of said network problem.

Claim 6 (original): The system of claim 1, wherein said processor is further configured by said software to perform the step of,
associating said received error message with a detailed description of said error message.

Claim 7 (original): The system of claim 6, wherein said detailed description of said error message is provided to said system prior to receiving said error message.

Claim 8 (original): The system of claim 1, wherein said processor is further configured by said software to perform the step of,
associating said received error message with a probable cause of said error message.

Claim 9 (original): The system of claim 8, wherein said probable cause of said error message is provided to said system prior to receiving said error message.

Claim 10 (original): The system of claim 1, wherein said processor is further configured by said software to perform the step of,
associating said received error message with a remedial action of said error message.

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Claim 11 (original): The system of claim 10, wherein said remedial action of said error message is provided to said system prior to receiving said error message.

Claim 12 (original): A system for determining a cause of a problem between a first device and a second device, comprising:

a first computer comprising;

a transceiver;

software stored within said first computer defining functions to be performed; and

a processor configured by said software to perform the steps of,

associating a received error message with an error identification number; and

associating said error identification number with a root cause proximity value, said root cause proximity value representing a relationship between said received error message and an actual cause of said problem, wherein said root cause proximity value is within a range from a small numerical value to a large numerical value, and wherein an error message having said small root cause proximity numerical value represents a symptom of said actual cause of said problem, and an error message having said large root cause proximity numerical value is representative of hardware, services, or software that is said actual cause of said problem between said first device and said second device.

Claim 13 (currently amended): A system for determining a cause of a network problem between a first endpoint and a second endpoint, comprising:

means for associating a received error message with an error identification number; and

means for associating said error identification number with a root cause proximity

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value, wherein said root cause proximity value represents a relationship between the received error message and an actual cause of said network problem, and wherein said root cause proximity value is used to filter said error messages prior to said error messages being transmitted.

Claim 14 (original): The system of claim 13, wherein said actual cause is selected from the group consisting of malfunction of hardware, malfunction of software, or problems with provided services associated with said network.

Claim 15 (original): The system of claim 13, further comprising means for storing said error identification number and said associated root cause proximity value.

Claim 16 (canceled)

Claim 17 (original): The system of claim 13, wherein said root cause proximity value is within a range from a small numerical value to a large numerical value, wherein an error message having said small root cause proximity numerical value represents a symptom of said actual cause of said network problem, and an error message having said large root cause proximity numerical value is representative of hardware, services, or software that is said actual cause of said network problem.

Claim 18 (original): The system of claim 13, further comprising means for associating said received error message with a detailed description of said error message.

Claim 19 (original): The system of claim 18, wherein said detailed description of said error message is provided to said system prior to receiving said error message.

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Claim 20 (original): The system of claim 13, further comprising means for associating said received error message with a probable cause of said error message.

Claim 21 (original): The system of claim 20, wherein said probable cause of said error message is provided to said system prior to receiving said error message.

Claim 22 (original): The system of claim 13, further comprising means for associating said received error message with a remedial action of said error message.

Claim 23 (original): The system of claim 22, wherein said remedial action of said error message is provided to said system prior to receiving said error message.

Claim 24 (currently amended): A method for determining a cause of a network problem between a first endpoint and a second endpoint, comprising the steps of:

associating a received error message with an error identification number; and
associating said error identification number with a root cause proximity value,
wherein said root cause proximity value represents a relationship between said received error message and an actual cause of said network problem, and wherein said root cause proximity value is used to filter said error messages prior to said error messages being transmitted.

Claim 25 (original): The method of claim 24, wherein said actual cause is selected from the group consisting of malfunction of hardware, malfunction of software, or problems with provided services associated with said network.

Claim 26 (previously presented): The method of claim 24, further comprising the step of storing said error identification number and said associated root cause proximity value.

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Claim 27 (canceled)

Claim 28 (previously presented): The method of claim 24, wherein said root cause proximity value is within a range from a small numerical value to a large numerical value, wherein an error message having said small root cause proximity numerical value represents a symptom of said actual cause of said network problem, and an error message having said large root cause proximity numerical value is representative of hardware, services, or software that is said actual cause of said network problem.

Claim 29 (previously presented): The method of claim 24, further comprising the step of associating said received error message with a detailed description of said error message.

Claim 30 (previously presented): The method of claim 29, wherein said detailed description of said error message is provided prior to receiving said error message.

Claim 31 (previously presented): The method of claim 24, further comprising the step of associating said received error message with a probable cause of said error message.

Claim 32 (previously presented): The method of claim 31, wherein said probable cause of said error message is provided prior to receiving said error message.

Claim 33 (previously presented): The method of claim 24, further comprising the step of associating said received error message with a remedial action of said error message.

Claim 34 (previously presented): The method of claim 33, wherein said remedial action of said error message is provided prior to receiving said error message.